

## EXCEPTION REPORT #2

**Multiple KPMG Consulting Customer Service Record (CSR) pre-order requests received incorrectly formatted system time out messages.**

### Issue

During Volume testing, KPMG Consulting submitted multiple parsed CSR pre-order requests. Most of these pre-order requests received valid responses; however, a significant number of these pre-order requests received system time out messages (See related Observation Report #15) that were formatted incorrectly. The pre-order requests that timed out were sent by KPMG Consulting between 3:00PM and 7:00PM on September 28, 2000.

Upon submitting CSRs, CLECs expect to receive valid corresponding responses (CSAs). For pre-order requests that do not receive a valid response in sixty seconds,<sup>1</sup> the pre-order request times out and Verizon (VZN) transmits a time out message. However, the responses to the pre-order requests were sent in a different response format than the format in which the requests were sent. Accordingly, Verizon returned the pre-order responses in a format inconsistent with the Order Business Rules.<sup>2</sup>

The following is a table of a sample of pre-order requests that timed out:

Order Number	Date Pre-Order Sent
105A313N1F001138	September 28, 2000
105D613N1F001176	September 28, 2000
105J613N1F001151	September 28, 2000
105P613N1F001164	September 28, 2000

### Assessment

Improperly formatted pre-order responses may inhibit a CLEC's ability to translate pre-order responses and process service orders, which may result in a delay for end users.

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<sup>1</sup> *New Jersey Carrier-to-Carrier Guidelines: Performance Standards and Reports*, May 2000.

<sup>2</sup> Bell Atlantic Order Business Rules, Version 4.3.1 (LSOG4), Release: June 2000, Publication: May 2000.